

REPUBLIC OF KENYA

C No. 818872

OFFICE OF THE VICE PRESIDENT AND MINISTRY OF HOME AFFAIRS

NATIONAL YOUTH SERVICE  
INSTITUTE OF BUSINESS STUDIES

P.O. BOX 42243  
NAIROBI



## DIPLOMA CERTIFICATE

IN

Telephone Operator/Receptionist

This is to certify that:

JANE ANNE KACHATI

has successfully completed training in TELEPHONE OPERATOR/RECEPTIONIST  
from 6<sup>th</sup> MAY, 2005 to 16<sup>th</sup> JUNE, 2005 at stage

FINAL covering the following skills:

SWITCHBOARD TECHNIQUES

TELEPHONE THEORY

TELEPHONE TECHNIQUES

REPORTS, FORMS AND LETTER WRITING

RECEPTION PROCEDURES

COMMUNICATION SKILLS

RECORDS AND FILING

and achieved a DISTINCTION in the final examination

Dated 23<sup>rd</sup> JUNE, 2006

E. M. Shaka (Mrs.) HSC

PRINCIPAL

Miss C. Akube  
CO-ORDINATOR